

A CATALOG OF MAJOR JOB RESPONSIBILITIES

FOR USE IN THE JOB PERFORMANCE PLANNING AND EVALUATION PROGRAM

**This catalog is specifically designed for classifications previously identified
as using the 2G Specialized Form.**

**(See the next page for a listing of classifications previously associated with
the specialized form identified above.)**

To be used for developing Job Performance Plans

September, 2008

Special Form 2G

These Major Job Responsibilities and Descriptions of Exceptional Performance were derived from the specialized 2G Form and may be useful for the following classifications:

- Employment Counselor 1
- Employment Counselor 2
- Employment Security Interviewer 1
- Employment Security Interviewer 2
- Unemployment Claims Adjudicator

GENERAL JOB PERFORMANCE AREAS

- 9601. SERVICE TO APPLICANTS
- 9602. DETERMINING ELIGIBILITY FOR UNEMPLOYMENT INSURANCE
- 9603. FACT FINDING/PROCESSING CLAIMS
- 9604. CLERICAL/TERMINAL FUNCTIONS
- 9605. SERVICE TO EMPLOYERS
- 9606. CONDUCTING EMPLOYMENT COUNSELING
- 9607. ADMINISTERING APTITUDE AND PROFICIENCY TESTS

9601. SERVICE TO APPLICANTS

- 9601A. Telephone inquiries are always handled quickly and courteously.
- 9601B. Applicants are given accurate information or referred to the most appropriate source.
- 9601C. Applicants situations and needs are accurately determined and referral is made to proper unit for service.
- 9601D. Consistently communicates at level of understanding of all parties.
- 9601E. Never discourages nor denies a request for service.
- 9601F. Always maintains control of interview.
- 9601G. Difficult and/or controversial situations are consistently handled in a calm, objective manner.
- 9601H. Personal problems and biases never influence the interview.
- 9601I. Necessary forms, information and instructions are given and clearly communicated.
- 9601J. Applicants/claimants are routinely informed of their rights as necessary.
- 9601K. Applicants/claimants are clearly informed of their responsibilities for keeping their files active.
- 9601L. Applications/files are updated after gaining new information on the applicant/claimant's work qualifications or situation.
- 9601M. Files are promptly searched to fill new job orders.
- 9601N. Applicants who meet the requirements of the Job Order are called in to arrange for referral.
- 9601O. Supplemental information regarding an applicant's qualifications for a specific job are obtained before making a referral.
- 9601P. Applicants referred to job interviews meet the requirements requested by the employee; if not, referral permission is obtained prior to referral.
- 9601Q. Referrals are never made due to pressure being exerted by, or on behalf of, an applicant/claimant.
- 9601R. Referrals to employers are typically followed up to verify results.

9602. DETERMINING ELIGIBILITY FOR UNEMPLOYMENT INSURANCE

- 9602A. Eligibility determinations are always made in accordance with the law and state policy.
- 9602B. Facts and documentation, or determinations are written in a clear, concise and grammatically correct manner.

- 9602C. Reasoning is accurate and complete so that all interested parties have all the relevant information (e.g. on which to base an appeal).
- 9602D. Decisions are typically made and processed in a timely manner according to office/agency policy.
- 9602E. Terminal codes are always checked to ensure they accurately reflect the decision and issue.
- 9602F. Consistently ensures claimant's file contains all the necessary documents/documentation to support decisions.
- 9602G. Hearings are tactfully, firmly and effectively controlled.
- 9602H. All adjudications are promptly made.

9603. FACT FINDING/PROCESSING CLAIMS

- 9603A. All claimants are informed of their responsibilities in keeping their claims active.
- 9603B. Information regarding pay order cards and reporting requirements are clearly communicated.
- 9603C. Active claims are terminated according to office/agency policy.
- 9603D. Federal, military, interstate and partial claims are effectively processed according to all current policies and procedures.
- 9603E. Accurate determinations are made regarding the type of claims to be filed.
- 9603F. Always clearly explains the most advantageous claim to the claimant.
- 9603G. All necessary information is gathered from claimants and employers.
- 9603H. Claimants are always properly classified, or reclassified, according to their unemployment or job readiness with their current job attachment.
- 9603I. Claimants are consistently registered for work with the Job Service as required.
- 9603J. Claimants are accurately informed of any social benefits for which they are eligible.
- 9603K. Forms mailed to all sources to obtain information are filled out correctly and mailed to the correct addresses.
- 9603L. "Lack of work" situations are verified according to office/agency policy.
- 9603M. Opportunity for rebuttal is always provided to the claimant and employer when conflicting information is obtained.

9604. CLERICAL/TERMINAL FUNCTIONS

- 9604A. All pertinent information is accurately posted to local office records before filing.

- 9604B. Routine clerical reports are prepared legibly, accurately, in proper format, and submitted on a timely basis.
- 9604C. Call-in letters or cards are always properly prepared before mailing.
- 9604D. Able to interpret and understand claims inquiry data.
- 9604E. Demonstrates complete understanding of terminal operations.
- 9604F. Promptly identifies equipment failure and related problems; takes appropriate corrective action.
- 9604G. Consistently enters error free data.
- 9604H. Regularly observes office/agency rules regarding privacy and security of data.

9605. SERVICE TO EMPLOYERS

- 9605A. Job orders are taken in a courteous and respectful manner with all pertinent information obtained.
- 9605B. The job order and file search process is accurately explained to the employer.
- 9605C. Job orders are correctly coded with an accurate and concise narrative, then promptly input in to the current data system.
- 9605D. Job orders are always file searched.
- 9605E. Employer contact is maintained to determine status of the job order.
- 9605F. Appropriate guidelines are consistently followed to ensure timely closing of job orders.
- 9605G. The status of each employer is accurately determined and reordered as mandatory lister, major market, minor market etc.
- 9605H. Assists employers in a professional and cooperative manner in resolving specific problems.
- 9605I. When requested by employers or others, arranges for applicants to take appropriate aptitude and proficiency tests.
- 9605J. Accurate and detailed information on local office operations is provided to employers.

9606. CONDUCTING EMPLOYMENT COUNSELING

- 9606A. Accurately determines and categorizes the vocational decisions to be made by counselees (choice, change or adjustment).
- 9606B. Always utilizes and accurately evaluates the results of assessment tools, such as the GATB, Interest Inventory Checklist, and Guide for Occupational Exploration.

- 9606C. Develops and maintains a thoroughly documented case record for each counselee.
- 9606D. Consistently develops and implements employability plans for all counsees who set employment and/or training goals.
- 9606E. Whenever appropriate, coordinates counseling plans and activities with other office staff serving applicants.
- 9606F. Effectively utilizes time in counseling applicants.
- 9606G. Conducts appropriate job development in order to maximize placement of job ready counsees.
- 9606H. Always works effectively with other agencies (Vocational Rehabilitation, educational institutions, etc.).
- 9606I. Enters all counseling interviews and, if applicable, obtained employment into current reporting system.

9607. ADMINISTERING APTITUDE AND PROFICIENCY TESTS

- 9607A. Materials and suitable facilities for testing are arranged prior to time for testing.
- 9607B. All tests are administered under proper testing conditions following test manual directions.
- 9607C. Tests are always scored accurately and according to test manual directions.
- 9607D. Scores are immediately and accurately recorded on applicant's records and counselor referral sheets.
- 9607E. Test results are discussed with applicants in a calm, objective and informative manner.
- 9607F. Accurate and complete records of test usage are consistently maintained
- 9607G. Administers only those tests which he/she is authorized to administer.
- 9607H. Continually maintains confidentiality of test scores and security of test materials.